



Publication of room pricing on My Aged Care

June 2025

On 1 July 2024 we made changes to the My Aged Care service and support portal to improve room pricing information published on My Aged Care.

What changed?

Residential aged care rooms priced over the Minister's maximum accommodation payment amount (\$750,000 as of 1 January 2025) are now only displayed on [My Aged Care](#) after we confirm there is a valid refundable accommodation deposit (RAD) approval in place. The maximum accommodation payment amount increases with indexation on 1 July each year, starting from 1 July 2025. See the current amount on the [Schedule of Fees and Charges](#).

Aged care providers were given 12 months from 1 July 2024 to update RAD approval information for existing rooms in the [My Aged Care service and support portal](#) (MAC SSP). On **1 July 2025**, rooms with missing or incorrect RAD approval details will be removed from My Aged Care.

Remember, to charge for accommodation you must publish the maximum RAD you wish to charge for a room. You cannot charge more than the amount you have advertised on:

- My Aged Care
- your own website
- any published materials for residents.

What you need to do

You need to provide your RAD approval information to advertise a room price over the maximum accommodation payment amount. If you have not already done so, you must update any rooms priced over the maximum to enter the required details in MAC SSP, including:

- Your **RAD approval number**
 - you can find this in RAD approval letters issued on or after 1 July 2024
 - if your approval letter was issued before 1 July 2024, you do not need to enter an approval number for the room.
- Your **RAD approval letter**
 - you need to upload this in pdf format
 - it will be used to confirm approval, but won't be displayed on My Aged Care.

When you submit room details for publication, we review the information you enter in MAC SSP against your RAD approval:

- If you have a valid approval and the details submitted match the approval, your room information is published on My Aged Care.

- If you do not have a valid approval, or your room details do not match those in the approval, your publication request will be rejected.

You don't need to update rooms priced up to the maximum accommodation payment amount (unless you wish to make changes to them). These rooms do not require RAD approval details for publication.

Service and support portal user guide

The [Service and support portal user guide – Part 1: Administrator functions](#) includes instructions for how to add, edit or delete a room.

RAD approvals for higher room prices

To charge or advertise a RAD (or daily payment) over the Minister's maximum accommodation payment amount you need approval from the Independent Health and Aged Care Pricing Authority (IHACPA) or the former Aged Care Pricing Commissioner.

RAD approvals are valid for 4 years. To continue charging a higher room price, you must renew your RAD approval before your previous approval expires. Once your approval expires, you can no longer charge new residents over the maximum accommodation payment amount. You can only commence charging a higher room price when you receive a new approval.

You must submit your application at least 60 days before your current approval expires.

If you have conditional approval, you cannot advertise or charge over the maximum accommodation payment amount. You can only do this once you receive a satisfaction of conditions letter from IHACPA.

Visit the IHACPA website for more information about [RAD approvals](#).

Approval expiry notifications

As of 1 July 2024, providers who have entered the required RAD approval details in MAC SSP receive automatic notifications when their approval is nearing expiry. These are sent at 6, 4 and 2 months before your RAD approval expires.

Expiry notifications will remind you to reapply for approval if you wish to keep charging over the maximum accommodation payment amount.

Rooms will be removed from My Aged Care if the MAC SSP approval date lapses.

Overcharged accommodation payments

If you have previously charged or are now charging over the maximum accommodation payment amount for a room without a valid RAD approval in place, you must contact the [Aged Care Quality and Safety Commission](#). The Commission will work with you to rectify the error.

For more information about overcharged accommodation payments see this [fact sheet](#).